

Logged In as: [REDACTED] on salessystem

Menu Messages Requests Main Menu Logout

## View Phone Monitor Report

Monitored By: [REDACTED]

Rep: [REDACTED]

Code

Date 2/7/2004: [REDACTED]

Invoice #: [REDACTED]

**Every Call** ✓ Used proper greeting  
 ✓ Was polite and courteous

Sale/lt request  
 Customer service/Spanish transfer  
 Searched for past orders

**Product** ✓ Supreme Greens  
 Alka Slim  
 Dr. Day  
 High Speed Reading  
 Reorder

Supreme Greens  
 Calcium  
 E8 Daily  
 Liquid Essentials  
 Green Tea

**Sales Pitch** Offered scripted packages  
 Offered/explained auto-ship  
 Explained guarantee

Customer is F&F member  
 Sold auto-ship  
 Overused guarantee

**Up Sells Offered** ✓ Green Tea offered  
 E8 Daily offered  
 Oh Yes Topical Cream  
 ✓ Alkalizing Books offered  
 Liquid Essentials offered  
 ✓ pH Test Kit offered  
 Express Shipping offered  
 Worked up sells

Green Tea accepted  
 E8 Daily accepted  
 Oh Yes Topical Cream  
 Alkalizing Books accepted  
 Liquid Essentials accepted  
 ✓ pH Test Kit accepted  
 Express Shipping accepted  
 ✓ Customer not interested in up sells

**Closing** ✓ Asked for phone number  
 ✓ Confirmed address  
 ✓ Recorded auto-ship  
 ✓ Quoted shipping time

✓ Asked for e-mail address  
 ✓ Confirmed credit/check info  
 ✓ Gave customer #/invoice #/total  
 ✓ Thanked the customer

**Comments** ccl to talk to Dr. Guerrero [REDACTED] was very nice and explained benefits. cust is very difficult [REDACTED] terrific w  
 \rended 7:25am 1mth system and ph, 14 day diet

Score 5

**Scoring** Tonality/Voice Inflection -  
 Name -  
 Probe Questions -  
 Tailor -  
 Assumed Ownership -

Glad Statement -  
 Third Party Reference -  
 Benefits -  
 Multiply Divide Cost -  
 Close Up Sell -

Phone Monitor Administration Menu

**RECORDING INSTRUCTIONS FOR  
ALL ORDERS WITH AUTOSHIPPED ITEMS  
Revised February 15, 2004**

After making a sale with a product on autoship, tell the customer to please wait a moment while you get their confirmation number.

- 1) Press the Recording Button on your phone (it is 5th button up from the bottom.) You will hear a confirmation number two times.
- 2) Type the confirmation number in the space provided in the database. Do not give the customer this confirmation number, just put it into the system. If customer does ask for a confirmation number, refer them to their invoice number.
- 3) Press CNF/TRN Button

**SCRIPT**

This call may be monitored and or recorded for quality assurance purposes.

\_\_\_\_\_, let me confirm what you'll be receiving and the costs.  
(first name)

First off, your full name is \_\_\_\_\_.

Your Address is \_\_\_\_\_

Your Invoice number is \_\_\_\_\_.

In the next 2-3 weeks (3-5 business days if Express) you'll be receiving:

\_\_\_\_\_  
\_\_\_\_\_

The total cost of your order today is \$\_\_\_\_\_.

Your monthly re-supply of specify product(s) - EB Daily, Green Tea, etc. will start in 30 (60 or 90) days at a cost of \$\_\_\_\_\_ (which includes Shipping & Handling.) If you wish to cancel or change your order in any way please call our Customer Satisfaction Department at 1-800-215-0063.

Please say yes if you agree to this order.

We must get a "YES" from the customer for this to be a valid order. (This is crucial!) This must happen on EVERY auto ship!

Thank the customer for their order. If you haven't already given them the Customer Satisfaction number or your direct number, do so now.